

E-04204A-06-0783

ORIGINAL



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ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

4700

Investigator: Deb Reagan

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2007 - 60077

Date: 5/1/2007

Complaint Description: 08A Rate Case Items - Opposed
N/A Not Applicable

Complaint By: First: Last:
Connie Hinton

Account Name: Connie Hinton Home: [REDACTED]

Street: [REDACTED] Work:

City: Kingman CBR:

State: AZ Zip: 86401 is:

Utility Company: Unisource ** Energy Services (UNS)

Division: Electric

Contact Name: Brenda BeVard Contact Phone: [REDACTED]

Nature of Complaint:

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Customer sent the following correspondence -

UNS Electric and UNS Gas Incorporated have had a long history of unusually high rate increases in past years. This company is the only company available to the rural county of Mohave.

Not only do they consistently want rate increases approved by the Corporation Commission but include Projected Electric and Gas allowances which is often more than half of the cost of your utility bill.

UNS avoids opposition to these rate increases due to the lack of knowledge on the customers behalf and the 160 mile (one way) trip to attend meetings where any objections can be made on the customers behalf. UNS adds a flier of some sort to every bill they send to their customers. When the public notices are added most customers toss them assuming it is just another flier.

The Corporation Commission needs to not only look at the past rate increases requested and given to UNS Electric but the added Projected allowances it passes on to all of it's customers without the option for these customers to find and use another Utility Company.

Thank you for consideration in this matter.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Arizona Corporation Commission

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ARIZONA CORPORATION COMMISSION
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Responded to customer with the following -

Dear Ms. Hinton:

Your correspondence regarding the Unisource Electric, Inc. rate case will be placed on file with the Docket Control Center of the Arizona Corporation Commission to be made part of the record. The Commission will consider your comments before a decision is rendered in the Company application.

The concerns raised in letters, e-mails and phone calls received from customers will assist the Commission in the investigation and review of the rate application. The Commission's independent analysis of the utility and its rate request attempts to balance the interest of the utility and its customers.

Commission Staff is very sensitive to the burden that high utility rates can place on the consumer, and though constitutionally required to allow a fair return to the utility, does everything within its authority to protect the consumer.

Staff appreciates your comments and the interest taken on the proposed rate increase. If you should have any questions relating to this issue, please call me at [REDACTED]

Sincerely,

Deborah Reagan
Public Utilities Consumer Analyst
Utilities Division
End of Comments

Date Completed: 5/2/2007

Opinion No. 2007 - 60077
